

SoundBlaster Live!

User Guide

On-line Version

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September 2000

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FCC Part 15: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, this notice is not a guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try one or more of the following measures:

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- ☐ Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- ☐ Consult the dealer or an experienced radio/TV technician.

CAUTION: To comply with the limits for the Class B digital device, pursuant to Part 15 of the FCC Rules, this device must be installed in computer equipment certified to comply with the Class B limits.

All cables used to connect the computer and peripherals must be shielded and grounded. Operation with non-certified computers or non-shielded cables may result in interference to radio or television reception.

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Tel: (408) 428-6600**

declares under its sole responsibility that the product

Trade Name: **Creative Labs**

Model Number: **SB0060**

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Operation is subject to the following two conditions:

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2. This device must accept any interference received, including interference that may cause undesirable operation.

Ce matériel est conforme à la section 15 des règles FCC.

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2. Doit accepter toutes les interférences reçues, Y compris celles pouvant provoquer un fonctionnement indésirable.

**Compliance Manager
Creative Labs, Inc.
March 16, 1999**

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Introduction

Sound Blaster Live! is the top audio solution for games, movies, CDs, MP3 music, and Internet entertainment. With its support for today's leading audio standard—EAX—Sound Blaster Live! creates real-life, multidimensional sound and multi-textured acoustical environments for the most realistic 3D audio experience. Its powerful EMU10K1 audio processor delivers audio at optimum CPU performance with the highest fidelity and absolute clarity. Combine it with a four- or five-speaker setup and you'll experience realistic 3D audio, EAX in supported games, and enjoy your movies with true surround sound. The Live!Ware upgrade program keeps your Sound Blaster Live! card up to date, supporting future technologies, functionality, and features.

To create your own music or audio content in the future, Sound Blaster Live! offers upgrade options that allow you to connect multiple digital and analog devices simultaneously, including keyboards and other music devices, as well as optical connection to MiniDisc and DAT recorders.

System Requirements

For Creative software, your card requires at least:

- ☐ Genuine Intel® Pentium® class processor:
 - 166 MHz for Windows 95/98/Me
 - 200 MHz for Windows NT 4.0 or Windows 2000
- ☐ Intel or 100% compatible motherboard chipset
- ☐ Windows 95, 98, or Me; Windows NT 4.0 or Windows 2000
- ☐ 16 MB RAM for Windows 95/98 (32 MB RAM recommended),
 - 32 MB RAM for Windows NT 4.0
 - 64 MB RAM for Windows 2000
- ☐ 160 MB of free hard disk space
- ☐ Open half-length PCI 2.1 compliant slot
- ☐ Headphones or amplified speakers (available separately)
- ☐ CD-ROM drive required for software installation

Sound Blaster Live! estimates the hard disk space required when you select it during installation. Included applications may need higher system requirements or microphone for basic functionalities. Refer to the documentation for individual applications for details.

Live!Ware Benefits

Through Live!Ware, new features and applications are always available so you may experience the latest technology and extend the life of your card. Each upgrade *rejuvenates* your audio card, allowing you to experience new functionality. The latest Live!Ware upgrades are only a download away. When new standards and capabilities emerge, your hardware is ready for it—just download the functions and the card becomes up-to-date!

Visit the **www.sblive.com** site for more information, content, and Live!Ware updates.

Getting More Information

See the online *User's Guide* for MIDI specifications and connector pin assignments, as well as instructions on using the various applications in your audio package.

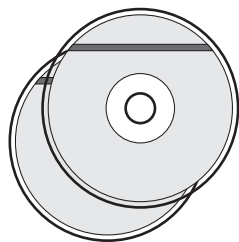
Installing Sound Blaster Live!

What You Need



Refer to the colored insert for specific information about your audio card.

Most of the items you need for installation are included. The following illustration shows the basic components necessary for a complete installation.



Creative Audio
Software and
Applications

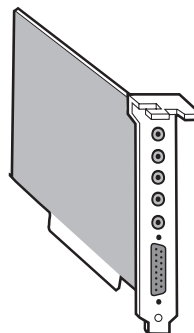
CD Digital Cable



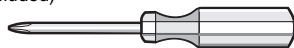
CD Audio Cable



Audio Card



Phillips Screwdriver
(not included)



Your Sound Blaster Live!
may also include a
microphone not shown
here.

Installing the Audio Card



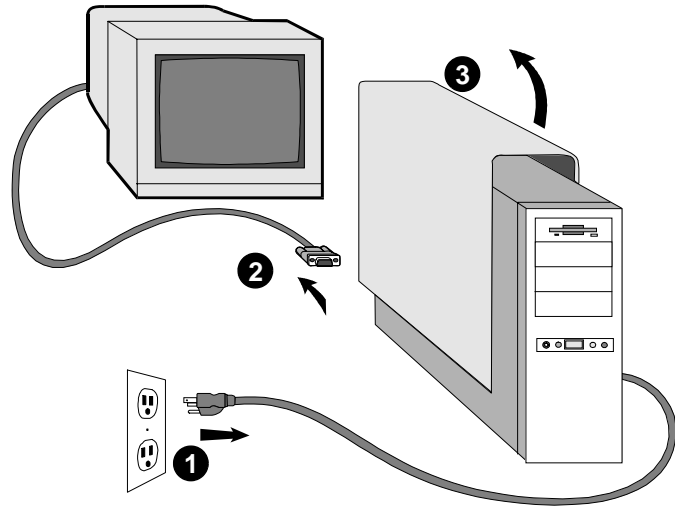
Before you remove the computer cover, touch a grounded metal surface to discharge static electricity.



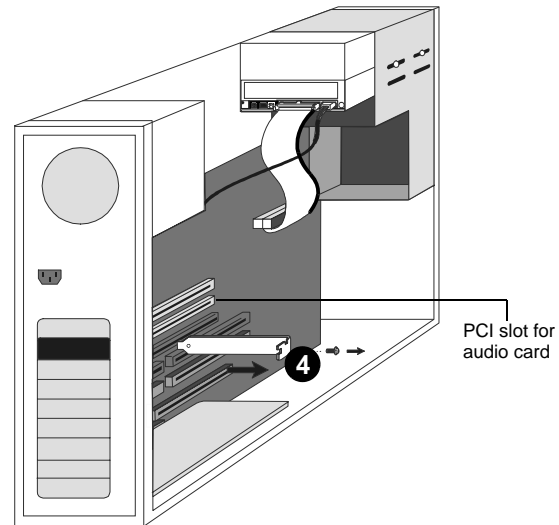
Remove or disable any existing audio card and its driver from your computer. Refer to the manufacturer's documentation for details.

To install the audio card:

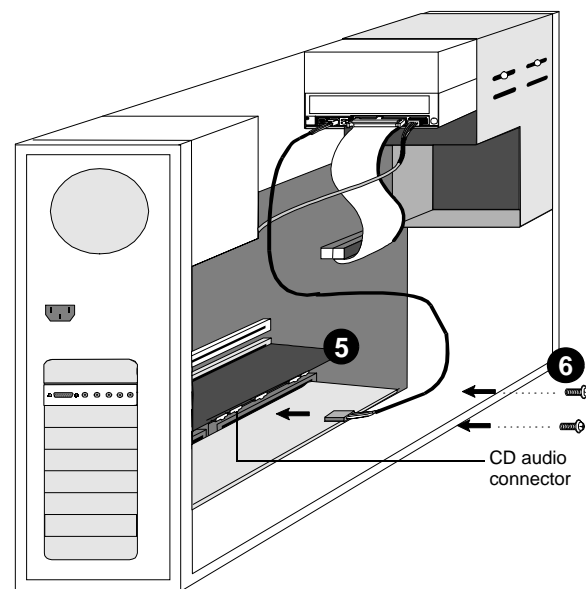
1. Turn off your computer, and disconnect the power cable.
2. Disconnect the monitor and other devices that are connected to the computer.
3. Remove the computer cover.



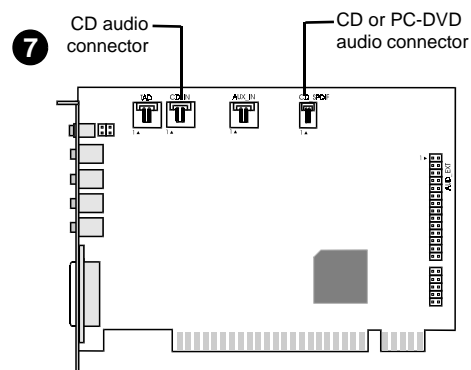
4. Locate a PCI slot to accommodate the audio card.
Remove the slot cover from your computer—save the screws to secure the audio and extension cards.



5. Align the gold-striped tabs on the bottom of the audio card with the PCI slot, and firmly press the card into place until it fits snugly.
6. Use the screw from the slot cover to secure the audio card to the frame of the computer—securing the card assures proper grounding.



7. Connect the CD audio cable from your CD-ROM drive to the audio card's CD audio connector. Optionally, connect the CD SPDIF cable from your CD-ROM or PC-DVD to the audio card's CD SPDIF connector.



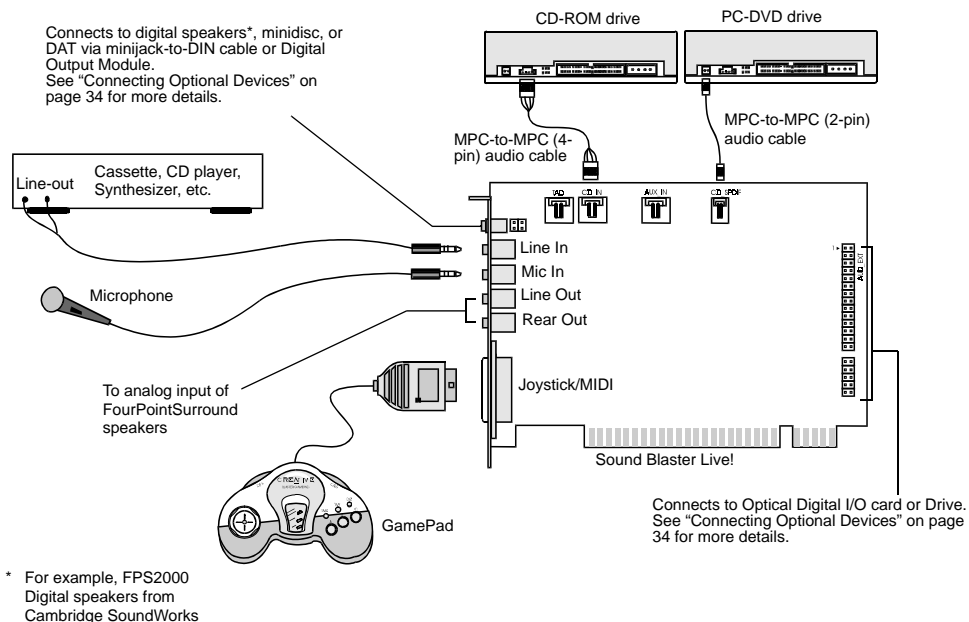


Use the MIDI In jack of the audio extension card to connect a MIDI input device; connect a gamepad to the audio card. You can connect only one MIDI device to Sound Blaster Live! at a time.



If you connect the digital audio to the analog audio connectors of the same CD-ROM or PC-DVD drive, do not unmute CD Audio and CD Digital at the same time in Surround Mixer.

8. Connect your speakers, headphones, microphone, joystick, MIDI devices, or other devices to the back panel of the audio card.



9. Replace the computer cover.
10. Reconnect the power cable, monitor, and other devices.

The joystick connector is a standard PC game control adapter. You can connect any analog joystick with a 15-pin D-shell connector or any device compatible with the standard PC joystick. To use two joysticks, you need a Y-cable splitter.

To play games in MS-DOS mode:

- Connect the CD In connector of the analog audio connector of the CD-ROM or PC-DVD drive.
- If the audio is distorted, do not connect the CD SPDIF connector to the digital audio connector of the CD-ROM or PC-DVD drive.

Installing the Creative Software



This manual reflects a software installation in an unmodified version of the operating system. Your installation screens and procedure may vary slightly from what is shown and described. The variations may be caused by other software/hardware installed on your computer, or the version of the Windows operating system.

The Sound Blaster Live! software CD contains drivers necessary for operation and utilities to make the most of the audio card.

When you turn on your computer, Windows automatically detects the new hardware, and prompts for the installation disk.

To install in Windows:

1. Turn on your computer—Windows automatically detects your new hardware.
 - ☐ If the New Hardware Found dialog appears (Windows 95/98), click the Cancel button.
 - ☐ If the dialog does not appear, continue below.
2. Insert the installation CD into your CD-ROM drive.
3. When the Sound Blaster Live! installation screen appears, follow the instructions on the screen to complete the installation.

If the installation program does not run, follow the instructions below to set up AutoPlay:

1. Click Start on the Windows Taskbar, choose Settings, and click on Control Panel.
2. In the Control Panel window, double-click the System icon.
3. In the System Properties dialog, click the Device Manager tab and select your CD-ROM drive.
4. Click the Properties button.
5. In the Properties dialog, click the Settings tab and select Auto Insert Notification.
6. Click the OK button to close the dialog.
7. Eject and re-insert the installation CD.
8. Follow the instructions on the screen to complete the installation.

Or:

1. With the installation CD in the CD-ROM drive, double-click the My Computer icon on the Windows desktop.
2. Double-click the Sound Blaster Live! CD-ROM icon.

Or, right-click the Sound Blaster Live! CD-ROM icon and click on AutoPlay on the menu.
3. Follow the instructions on the screen to complete the installation.

Setting Up Joystick Drivers in Windows NT 4.0

1. Log on to your computer as Administrator.
2. Click Start on the Windows Taskbar, select Settings, and click on Control Panel.
3. Double-click the **Multimedia** icon, click the **Devices** tab, and then click the **Add** button.
4. On the Add dialog, select Unlisted Or Updated Driver from the List of Drivers, and then click the OK button.
5. Insert the Windows NT 4.0 CD-ROM into the CD-ROM drive.
6. In the Install Driver dialog, type **E:\DRVLIB\MULTIMED\JOYSTICK\X86 (E:\ is the CD-ROM drive letter)**, and then click the OK button.
7. On the Add Unlisted Or Updated Driver dialog, select Analog Joystick Driver, and then click the OK button.
8. On the Microsoft Joystick Configuration dialog, click the OK button.
9. Restart your computer when prompted.

Using Sound Blaster Live!

Creative Software

Sound Blaster Live! is supported by a full range of applications to help you get the absolute most from the audio card:

- ☐ Sound Blaster Live! Experience
- ☐ Creative Diagnostics
- ☐ Creative Launcher
- ☐ Surround Mixer
- ☐ AudioHQ
- ☐ Wave Studio
- ☐ Creative PlayCenter 2
- ☐ Creative Recorder
- ☐ Creative LAVA!
- ☐ Creative MediaRing Talk
- ☐ Creative Keytar
- ☐ Creative Rhythmania

Each of the applications included with Sound Blaster Live! provides online help to guide you during the use of that software.

To run a Creative Software application:

1. Click Start on the Windows Taskbar, select Programs, select Creative, select Sound Blaster Live!, and click on the application you want to open.

Sound Blaster Live! Experience

Sound Blaster Live! Experience presents an interactive introduction to Sound Blaster Live!

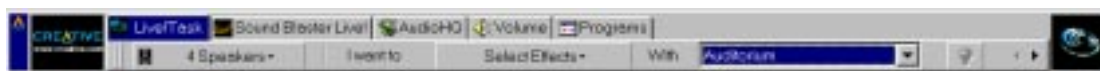
To run SB Live! Experience, bring your pointer to the top of the screen to display Creative Launcher, click the Sound Blaster Live! tab, and then click the SB Live! Experience icon. On the opening screen, click to select the topic that interests you.

Creative Diagnostics

Use Creative Diagnostics to test your audio card's Wave, MIDI, or CD Audio playback, as well as the recording function and speaker output.

Creative Launcher


Creative Launcher presents immediate access to Creative applications.



The Creative Launcher is installed at the top of your screen. If it does not appear, move your mouse pointer to the top of the screen. As the pointer reaches the top of the screen, it changes to a pointing hand and the Creative Launcher displays as a bar window. The Launcher consists of the System Menu icon (the Creative logo at the top left corner), the web site icon, the group tab pages, and the group items. The EAX icon also appears in the right corner.

Options

To set the options for the Launcher:

1. Click the System Menu icon  on the Launcher.
2. On the System menu, click Properties. The Properties dialog appears.
3. Select or clear the desired options.
4. Click the OK button to apply the changes to the Launcher.

Groups

You can place three kinds of items on the Launcher:

- Subgroups
- Shortcuts
- Plugins

A *subgroup* is an item within a group that may contain more items.

The installation creates a number of group tab pages in the Launcher that may contain *shortcuts* to Creative applications such as PlayCenter and Control Panel. It may also contain shortcuts to other applications for your hardware settings, volume control, Help files or demo programs by Creative.

A *plugin* is a Creative software module that is integrated into the Launcher. Examples are the Volume Control plugin and the Command Line plugin.

Use the System menu on the Launcher to add, delete, and rearrange groups and items within each group on the Launcher.

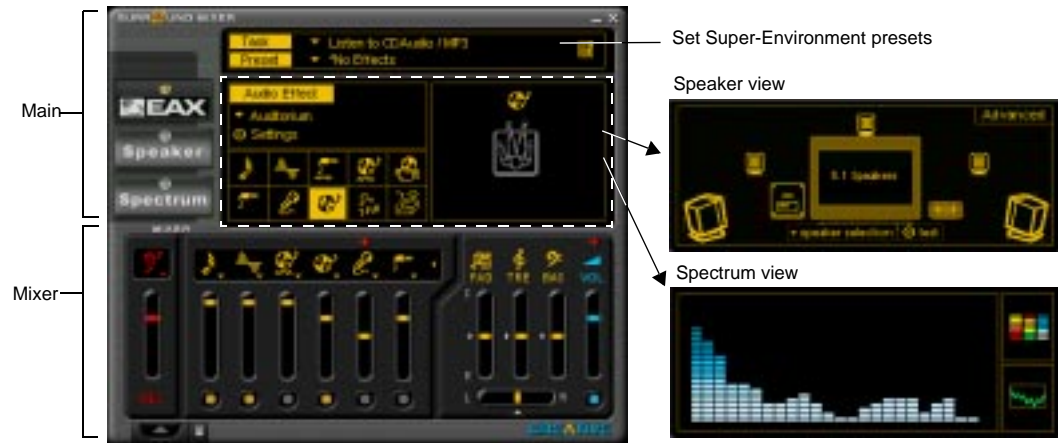
The Live!Task tab on the Launcher offers a task-oriented form to help you select the correct application for a task. The application can be launched with its associated Super-Environment Presets using the Launcher. The controls are arranged intuitively: “I want to” [perform a task] “With” [Super-Environment preset] You can create and save new Super-Environment presets in Creative Surround Mixer and configure them in Launcher.

The README file on the Live! Task tab offers a comprehensive description on how to configure the Live! Task bar. Click the right scroll-arrow until you see the README icon; then click it.

For the latest updates and drivers, further information, value-added tips, tricks and plug-ins, check the SB Live! website frequently at <http://www.sblive.com> You can access the website quickly by clicking the right-most icon (the EAX icon) on Creative Launcher.

Surround Mixer

Creative Surround Mixer is an application for setting and controlling the various aspects of your audio card. It consists of two sections: Main and Mixer



Main Section

The top area of the Main section allows you to:

- ☐ Select tasks or save, delete, import, and export Super-Environment presets. You can save the settings as Super-Environment presets for the selected speaker output. A selected preset is an automatic configuration of speakers, mixer, and effects.

The three buttons on the left side of the Main section allow you to switch between three different views:

- ☐ EAX: Select and create environments; position audio sources within the configuration space.
- ☐ Speaker: Set up speakers and perform a speaker output test.
- ☐ Spectrum: Select and display the spectrum analyzer during playback or recording.

Mixer Section

The Mixer section allows you to:

- ☐ Mix sounds from various audio input sources when playing or recording.
- ☐ Adjust the volume level for the audio input sources.
- ☐ Adjust the treble and bass level, front/rear or left/right balance.

To identify the icons on the Surround Mixer, place the pointer over any icon or area to display a label.

For details on what you can do in Surround Mixer, explore its online help.

Analog/Digital Output

The default for the Analog/Digital Output jack on Sound Blaster Live! is *analog output*. To switch to digital output (6-channel or compressed AC-3 SPDIF):

1. On the Surround Mixer, click the Speaker button.
2. In the Speaker view, click the Digital Output Only check box. Digital Output mode is available for all speaker configurations except headphones.

Or:

1. On the Surround Mixer, click the red plus sign above the volume (VOL) control.
2. In the dialog, select the Digital Output Only option.

To return to analog output mode, clear the option check box.

Bass Redirection

Dolby Digital delivers five full range channels and one bass-only effects channel. However, most multimedia speaker systems do not reproduce low-frequency content. Bass redirection allows low-frequency source content from the front, rear, and center channels to be redirected and added to the low-frequency source effects (LFE) channel to produce deeper subwoofer output.

To enable bass redirection:

1. On the Surround Mixer, click the Speaker button.
2. In the Speaker view, click the Speaker Selection button and select 5.1 speaker mode.
3. Click the Advanced button.
4. In the dialog, click the Bass Redirection button.



Dolby Digital (AC-3) Decoding

Dolby Digital decoding allows Sound Blaster Live! to decode Dolby Digital output to six discrete analog channels, such as the Cambridge SoundWorks DeskTop Theater DTT2200 speaker system. Thus, an external Dolby Digital decoder is not required for you to enjoy multi-speaker surround sound.

To enable Dolby Digital (AC-3) decoding:

1. In the Speaker view, clear the Digital Output only check box.
2. Follow the steps 1 to 3 described in the previous section and then select AC-3 Decode.
3. Remember to set Sound Blaster Live! to Digital Output mode.

To use an external Dolby Digital decoder, do not enable this feature. In addition, you will need a separate 3.5mm-to-RCA jack cable to connect to your decoder.

AudioHQ

AudioHQ utilities allow you to view, audition, or set up the audio properties of one or more audio devices on your computer.



AudioHQ can be accessed by using any of the following methods:

- ☐ Click the AudioHQ tab in Creative Launcher;
- ☐ Click Start on the Taskbar, select Programs, select Creative, select Sound Blaster Live!, and click on AudioHQ.
- ☐ Click the AudioHQ icon located at the bottom right corner of your Windows desktop.

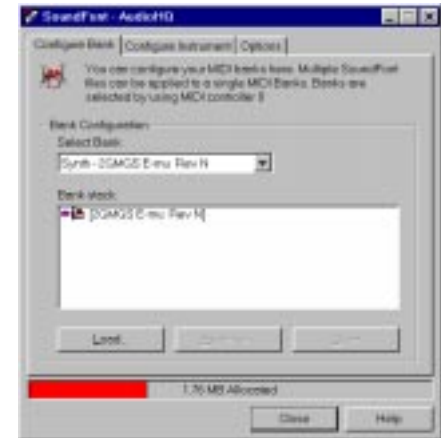
SoundFont Control

Configure a MIDI Bank

Creative SoundFont Control allows you to configure MIDI banks with SoundFont files and instruments, as well as set the caching algorithm and space.

To configure a MIDI bank:

1. In SoundFont Control, click the Configure Bank tab.
2. In the Select Bank list, select the MIDI bank to configure.
3. Click the Load button and load the SoundFont file you want to the MIDI bank.
The latest file loaded always appears at the top of the Bank Stack box.
The top of the stack is indicated by an arrow.
4. To replace a SoundFont file, click the file, and then click the Replace button.
5. To clear a bank from the stack, select the bank and then click the Clear button.
A variation bank can only be cleared by clearing its main bank.
6. Repeat Steps 3, 4, or 5 as required.



By stacking a SoundFont file instead of replacing one with the other, you may return to the original sounds or use the new selection.

You can “spot” hide particular instruments by loading one or more SoundFont files on top of the original.

When you clear a SoundFont file, you remove the latest configuration of the main bank and any variation banks, including the latest configuration of instruments on the Configure Instrument tab page.

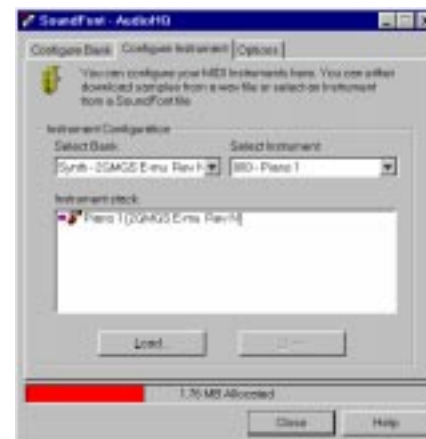
Configure an Instrument



Setting the maximum amount of cache memory for SoundFont files does not mean setting aside or reserving the space. The space can still be used by your computer or other files, if needed.

To configure an instrument:

1. In the SoundFont dialog, click the Configure Instrument tab.
2. In the Select Bank list, select the bank whose instruments you want to configure.
3. In the Select Instrument list, select the instrument to configure.
In the Instrument Stack, you may see an instrument entry although you did not load an instrument on this page. The instrument can be found in a bank loaded on the Configure Bank tab page.
4. Click the Load button and load a SoundFont or single-instrument (for example, .WAV) file.
The last file loaded always appears at the top of the Instrument Stack with an arrow pointing to it.
5. To clear an instrument from the stack, select the instrument and then click the Clear button.
6. For faster processing of SoundFont files, the files are loaded into memory. You need to set the maximum amount of cache memory your SoundFont files can occupy, so that your system performance does not suffer from insufficient memory. You can also set the caching algorithm for a balanced system performance.



SoundFont Options

You change the following options on the Options tab page of the SoundFont Control dialog:

To specify the caching algorithm:

- Select an algorithm from the SoundFont Cache list.

To set the amount of cache for SoundFont files:

- Drag the SoundFont Cache slider to set the amount of cache.

To change the SoundFont device

- Select the new device from the SoundFont Device list.



Device Controls

Device Controls allow you to configure your audio devices for audio playback. The EMU8008 chip or higher on your audio device allows multiple simultaneous Wave playback sessions; therefore, you can play several games at the same time and enjoy the sounds from them all.

Playback Sessions

To set maximum simultaneous Wave playback sessions:

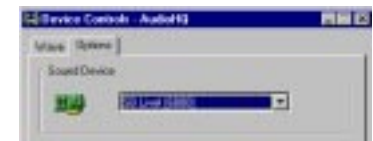
- On the Wave tab page, drag the Maximum Simultaneous Wave Playback slider to the right to set a higher number of wave playback sessions, or to the left to set a lower number of simultaneous playback sessions.



Sound Device

To select the sound device to configure:

- On the Options tab page, click the device you want to configure from the Sound Device list.
The device is immediately selected.



Creative Keyboard

Creative Keyboard allows you to play musical notes on various instruments much like a composer plays notes on a piano (or other instrument) while creating or arranging music. To edit the sound, use Vienna SoundFont Studio or another sound editor.



MIDI Input

To select a MIDI input device:

1. In the Select MIDI In box in the Options dialog, click the correct MIDI port.
2. Click the OK button.

You can use external MIDI input devices to audition your MIDI banks and instruments. First, connect a MIDI input device to your audio card and then select that device in Creative Keyboard.



Test an Instrument

To test an instrument:

1. In Creative Keyboard, click the bank and the instrument you want.
2. Click the keys on the keyboard to test the sound. If you have an external MIDI input device, you may find it easier to use.

Use mouse to:

- ☐ Select multiple notes to play simultaneously. Use the right mouse button to click the keys, which are indicated by black dots.
- ☐ Release the keys by right-clicking them one by one, or click the All Notes Off button for simultaneous release.
- ☐ Play a sequence of notes by dragging the mouse across the keyboard.
- ☐ Shorten sustained playback by clicking the All Notes Off button.

EAX Control

EAX Control allows you to configure the EMU10K1 effects engine. It allows you to specify the components that make up the audio elements that generate an environment. An environment is the model of a real-world audio experience. Included with Sound Blaster Live! are some entertainment, gaming, and miscellaneous environments to help you get started. EAX Control can be also be accessed from Creative Surround Mixer.

Online help gives detailed instructions on how to:

- ☐ Configure master effects
 - Add or remove effects from an environment
 - Specify the effect type
 - Specify the degree or amount of the effect
 - Edit an effect all the way down to its parameters or building blocks
- ☐ Configure source effects, that is, set the amount of the effects to apply on an audio source
- ☐ Configure MIDI playback effects
- ☐ Export an environment to a file
- ☐ Import an environment



AutoEAX

AutoEAX allows you to specify a Super-Environment preset for any audio application to automatically associate with the currently active speaker output. For the automatic super-environment to work, AutoEA must be active or at least minimized.

Associating a Super-Environment

For each audio application on your computer, you can specify the super-environment to be automatically associated with it, for each speaker output configuration. For example, when playing a MiniDisc using Creative PlayCenter, you may want to associate a different Super-Environment for each of the speaker outputs “Live!Surround” and “4 Speakers.”

To specify a Super-Environment preset for an application:

1. In the Application list, select the audio application with which to associate a super-environment for a speaker output. If the application is not in the list, click the Browse button to locate and open the application.
2. In the Speaker Output box, click the speaker output to configure.
3. In the Linked Super-Environment box, click the Super-Environment preset you want to associate with the application/speaker-output combination. This combination trio is automatically set.
4. If you want AutoEA to monitor this application's activity, clear the Do not monitor this application check box. If you select it, AutoEA does not configure the Super-Environment for that application even when the application is started.

For other functions, refer to its online help.

Wave Studio

Wave Studio assists you performing the following sound editing functions:

- ☐ Play, edit, and record 8-bit (tape quality) and 16-bit (CD quality) Wave data. Enhance your Wave data or create unique sounds with various special effects and editing operations such as rap, reverse, echo, mute, pan, cut, copy, and paste.
- ☐ Open and edit several Wave files at the same time.
- ☐ Import and export raw (.RAW) data files.

See Wave Studio's online help for details.

Creative PlayCenter

PlayCenter allows you to play most types of media—multimedia files (MIDI, Wave, MP3, etc.), audio CDs, and Video CDs. Just insert or select your media and PlayCenter does the rest.

The SoundFont Association feature allows you to autoload SoundFont banks used by MIDI files so that you can experience the power of SoundFont technology seamlessly.

PlayCenter launches LAVA! automatically whenever you play an MP3 file. You can also set LAVA! to launch automatically when playing audio CDs or other multimedia files.



Creative Recorder

Recorder allows you to record sounds or music from various input sources such as a microphone or audio CD, and save them as Wave (.wav) files.

For details on how to use Recorder, see the Creative PlayCenter online help.



Creative LAVA!

Creative LAVA! (Live! Audio-Visual Animation) gives your music visual expression that enhances the emotional depth of your music experience.

Through LAVA!, 3D graphical objects interact with the music and intelligently dance to the sound cues from sources such as CD and MIDI.

Explore the various animation scenarios provided by LAVA! or create your own environments and scenarios for your animation.



Creative MediaRing Talk

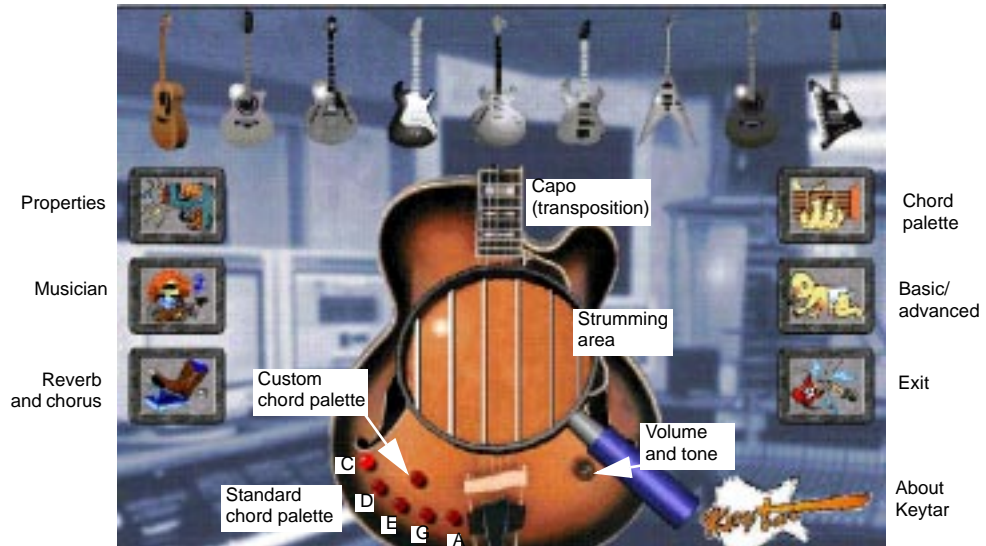
Creative MediaRing Talk is Internet voice communication software that allows you to make long distance and international calls over the Internet, from your PC to another PC with Internet access and MediaRing Talk installed. It also allows you to make calls to a regular telephone if you subscribe to MediaRing's ValueFone service. All you need to do is start MediaRing Talk; dial the number; and let MediaRing Talk establish a connection for you.

Furthermore, with Sound Blaster Live!'s EAX, your voice can be modified as you take on different “personas” (for example, a male or female person, chipmunk, etc.) when you talk to the other party. To use these voice effects, click the Voice Effects button (EAX button) and select the desired persona from the list.



Creative Keytar

With Creative Keytar, an easy-to-use and highly interactive edutainment software for beginners, you can turn your multimedia computer into a virtual rhythm guitar system immediately. Click a picture at the top of the screen to choose your favorite guitar. Press a function key (F1, ..., F12) to activate a chord, and you can start strumming or plucking your favorite tune.



Hold the chord with one hand, use the other hand to strum or pluck the strings. You don't need to worry about notes, all you need is a sense of rhythm and remember your chord keys, no need to worry about notes. You only need to know and memorize chord fingerings.

Learn how to play Keytar from its online help.

Creative Rhythmmania

Creative Rhythmmania lets you create a MIDI file, choosing from a professional set of backup rhythms and instruments.

Creative Rhythmmania allows you to:

- ☐ Perform with auto-accompaniment in Rhythm mode:
 - Four-part rhythm section
 - Preset backing styles
 - Interactive backing arrangement
 - Chord palette system
 - SoundFont support
- ☐ Choose between two Keyboard types: PC (QWERTY) keyboard or MIDI keyboard connected to your PC.

Rhythmmania is essentially pattern-based software:

- ☐ You play a pattern to provide auto-accompaniment for your melody playing.
- ☐ You create or modify a pattern by building or changing it section by section in Rhythm mode.
- ☐ Then, you combine a pattern and a melody to create a sequence in Sequencer mode.

For details on how to use Rhythmmania, see its online help.



Additional Sound Blaster Live! Applications



Applications included with Sound Blaster Live! are occasionally upgraded; your set of applications may be slightly different from the ones described here.

Sound Blaster Live! can best be appreciated through some of the advanced software that makes maximum use of the audio card's features. To assist you in exploring these features, Creative has assembled an assortment of applications that demonstrate and allow you to explore the limitless potential of Sound Blaster Live!

- ☐ Mixman Studio
- ☐ Kool Karaoke
- ☐ Prody Parrot
- ☐ Sound Forge XP
- ☐ PixAround PixMaker Creative Edition
- ☐ Cakewalk Express Gold
- ☐ Game Commander
- ☐ TextAssist
- ☐ VoiceAssist

Mixman Studio



Mixman Studio is a powerful tool that enables you to create original, CD-quality music. At your option, you may choose tracks from a variety of music—combine, layer, and perform the tracks to create music. Use Mixman Studio to control up to 16 tracks of digital audio at the same time. You can add music to multimedia presentations, video projects, websites, even make custom tapes and CDs!

Mixman Studio is designed for you to start making music immediately. To help you learn Mixman Studio, a series of step-by-step tutorials is included online. Once you master the basics, challenge yourself with Mixman Studio's advanced features.



Kool Karaoke

Kool Karaoke is a straightforward and easy-to-use application for karaoke. Just install the application, plug in your microphone to the computer, and you are ready to sing. It offers many popular tunes to sing along, both for children and adults.

The range of songs offered covers all types of music available; jazz, pop, hip-hop, rock-and-roll, and others, featuring songs from many famous and popular artists from the '70s to the '90s. There are also songs available for all occasions: Holidays, birthdays, and other occasions. If you want even more selection, go to Kool Karaoke's website at www.eatsleepmusic.com to download new songs.



Kool Karaoke also lets you change the tempo as well as the key of any song to suit your voice range, just like a karaoke machine. It will bring your family and friends hours of entertainment.

Prody Parrot

Prody Parrot is an intelligent assistant who both serves and entertains you. Prody Parrot inhabits your desktop, swooping from here to there, resting on dialogs and windows. He performs commands and launches applications, and also displays his personality by cracking jokes and singing songs.

You can give Prody Parrot commands in five ways:

- ☐ Voice commands: For example, after you train Prody Parrot, just say “e-mail” to launch your e-mail software.
- ☐ Keyboard commands: For example, after you train Prody Parrot, you can press the L key to insert a letterhead into a Microsoft Word document.
- ☐ Mouse movements: For example, after you train Prody Parrot, write an “I” on the screen with your mouse pointer to start your Internet browser.



- ☐ Icon drag-and-drop: For example, after you train Prody Parrot, drag an icon of a guitar onto Prody Parrot to open the CD Player program.
- ☐ Commands List: For example, double-click “hello” in the Commands window to greet Prody Parrot.

Prody Parrot can perform four types of actions:

- ☐ Run applications in Windows.
- ☐ Execute macros consisting of any combination of keyboard and mouse actions.
- ☐ Speak with informative messages or entertaining remarks.
- ☐ Exhibit behavior in animated action sequences.

Prody Parrot communicates in three ways:

- ☐ By speaking, using state-of-the-art speech synthesis.
- ☐ By displaying a text balloon.
- ☐ Through body language, such as closing his eyes to show that he is sleepy, or scratching his head to indicate he did not understand your command.

The Prody Parrot software has the following key features:

Feature	Description
Intelligent Assistant Functionality	Tells you the time, navigates the Web for you, starts a letter, and opens your favorite programs.
Entertaining Animated Character	Tells jokes, makes comments, asks to be fed, and flies around your desktop.
Multiple Input and Output Options	Issues commands in five ways—through speech input, keystroke combinations, mouse gestures, double-clicking commands, and dragging icons. Also, responds to your command through text, speech, and animation.
Customizable Program Options	Chooses when the parrot works and when he plays. Teach Prody Parrot what to say and adjust the quality of his voice.
User-specific Settings	Stores commands and actions that you configure or train. Users sharing the same computer can configure Prody Parrot for individual use.
Pretrained Commands and Actions	Allows Prody Parrot to be used for a new application instantly—extracts and loads menu items from any Windows program and immediately knows how to perform the associated actions.

Feature	Description
Trainable Behavior	Teaches responses to your commands in custom ways, such as running applications, executing macros, speaking or displaying messages, and performing animated action sequences.
Speech Recognition and Speech Synthesis	Uses natural, continuous speech to issue commands, without training. Prody Parrot responds in high-quality synthetic speech with a voice that you can customize.
Mouse Gesture Recognition	Communicate with Prody Parrot using mouse movements. For example, draw a check mark to start your Internet browser.
Stock Monitoring	Watch your stock portfolio and receive notification if a stock price changes dramatically. You specify the response you want.
Scheduling Assistance	Keeps track of your appointments, meetings, tasks, and gives daily or annual reminders. Use in connection with the Microsoft® Outlook™ personal information manager, or use Prody Parrot's scheduler to resolve schedule conflicts and confirm meeting requests.
E-mail Notification	Checks for new e-mail messages—you define the information you want.
News, Sports and Weather Updates	Retrieves the latest news or weather information from the Internet. Reads the information to you while you perform other tasks, or displays on your Internet browser.
Web Navigation	Navigates the Internet by voice. Simply say the name of any hyperlink, and Prody Parrot takes you to the Web page—no training required.
Prodyphone	Contacts other users with Assistant 2.0 (Prody Parrot™ 2.0 or Zymo the Alien™ 2.0) with Prodyphone, for real-time voice conversation. And, if the person you are trying to reach is not available, your Assistant allows you to send voice or text messages.
Dr. Sbaitso	Plays seven Java games in Prody's playground with Prody Parrot's comments and sound effects.

To open Prody Parrot Help or User's Guide:

1. Click the Start button on the Windows taskbar, point to Programs, and then point to Prody Parrot.
2. Click either of the following:
 - Prody Parrot Help
 - Prody Parrot *User's Guide*, a PDF file

Sound Forge XP



With Sound Blaster Live!, Sound Forge XP gives you the ability to record, edit, and process professional-quality digital audio files. Sound Forge XP supports an extensive set of file formats—Microsoft Video for Windows (AVI), RealMedia (RA, RM), and Active Streaming Format (ASF) files using Microsoft NetShow—allowing you to develop audio for training and business presentations, Web content, musical recordings, computer games, and digital video productions.

You can obtain Sound Forge help by using any of three methods:

- ☐ Select Contents on the Help menu or press the F1 key. Either action opens the help table of contents from which you can search by topic or get information about using online help.
- ☐ In a dialog, press the Help button or the F1 key to obtain information about the current dialog.
- ☐ Press the F1 key while selecting a menu item to obtain information about the selected command.



PixAround PixMaker Creative Edition

PixMaker CE lets you create your own 360° interactive PixAround scenes, web pages, and postcards in three steps—snap, stitch, and publish! You can also insert audio spots in your scenes that play audio files when clicked.

Also included with PixMaker CE is PixScreen, which lets you view PixAround scenes. Navigate around a 360° PixAround scene with the help of buttons built into PixScreen's friendly user interface, or print out your PixAround scenes in normal or panoramic view.

Cakewalk Express Gold



Cakewalk uses your computer and sound card to turn you into a composer, music publisher, and performer, all in one. With Cakewalk, you can easily create music with any instrument, even your voice. Then you can edit and rearrange it, print it, and play it back, all from your PC!

While using Cakewalk, you can get context-sensitive help—help about what you're currently working on—at any time. Press the F1 function key, or, press the Help button on any dialog. The help system displays and takes you directly to the relevant topic. The *Technical Reference*—the last item on the Cakewalk help screens—provides detailed descriptions of functions and commands.

Computers can process music and sound information in two different forms: MIDI and Digital Audio. MIDI is the standard by which computers communicate with sound cards, keyboards, and other electronic instruments. Musical Instrument Digital Interface (MIDI) refers to the type of cables and plugs used to connect computers and instruments, and the language they use to talk to one another. MIDI gives a computer the ability to tell an instrument which notes to play, which voice to use, and many other things that make music, music



Game Commander

Game Commander allows you to play a computer game by giving voice commands instead of fumbling with awkward keystrokes. Your voice commands supplement keyboard/joystick controls so that you can respond to a situation in the fastest and most natural way. No voice training is required—Game Commander uses speaker-independent voice recognition technology. Templates are included for several popular games, so you can give voice commands right away.



TextAssist

TextAssist gives your computer the ability to synthesize human voices and read text aloud.



TextAssist has the following key features:

Feature	Allows You To
Synthesized speech output	Have your computer read text aloud.
Multiple languages	Use different languages.
Predefined/user-defined voices	Choose between the predefined voices, change the voices, or create voices.
Special text filters	Define the reading manner of the program, whether it should read signs, embedded or quoted texts, or the header of e-mail messages.
Adjustable reading styles	Define the reading style of the program—pause after every word, read punctuation marks and math symbols, etc.
Exception dictionaries	Define special pronunciation for exceptional words, such as abbreviations
Application-specific settings	Set different parameters for each application.

To open TextAssist Help or User's Guide:

1. Click the Start button on the Windows taskbar, select Programs, followed by TextAssist.
2. Click on either of the following:
 - TextAssist Help
 - TextAssist *User's Guide*, a PDF file that opens automatically in Acrobat Reader.

VoiceAssist

VoiceAssist uses voice and keyboard commands to navigate the Windows environment and run applications. For example, you can say “e-mail” to launch your e-mail software, or press the L key to insert a letterhead into a document. VoiceAssist automatically learns to recognize your commands—you can perform an almost limitless number of tasks with voice/keyboard commands.

VoiceAssist runs in the background, monitoring your input. Whenever you open a program or window, VoiceAssist automatically extracts the available menu commands. When you open your Web browser, for example, VoiceAssist loads all commands available for that program. You can then execute a command by saying its name into the microphone, typing its name into the keyboard input box, or double-clicking the command in the Commands window.

You do not have to train VoiceAssist to recognize your commands. However, you may retrain the program to recognize a different input and to execute a series of actions executed by a single command.

Advanced Configurations

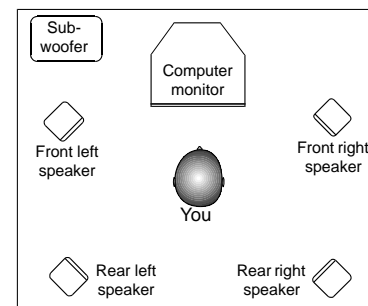
Sound Blaster Live! will give you endless hours of listening pleasure. You can further enhance your SB Live! experience by adding one or more of the several upgrade options (available separately).

Positioning Your Speakers

If you are using four speakers, place them to form the corners of a square with you in the center. Angle the speakers toward you with the computer monitor positioned to not block the sound path of your front speakers. Adjust the positions of the speakers until you get the best audio experience. If you have a subwoofer, place the unit in a corner of the room.

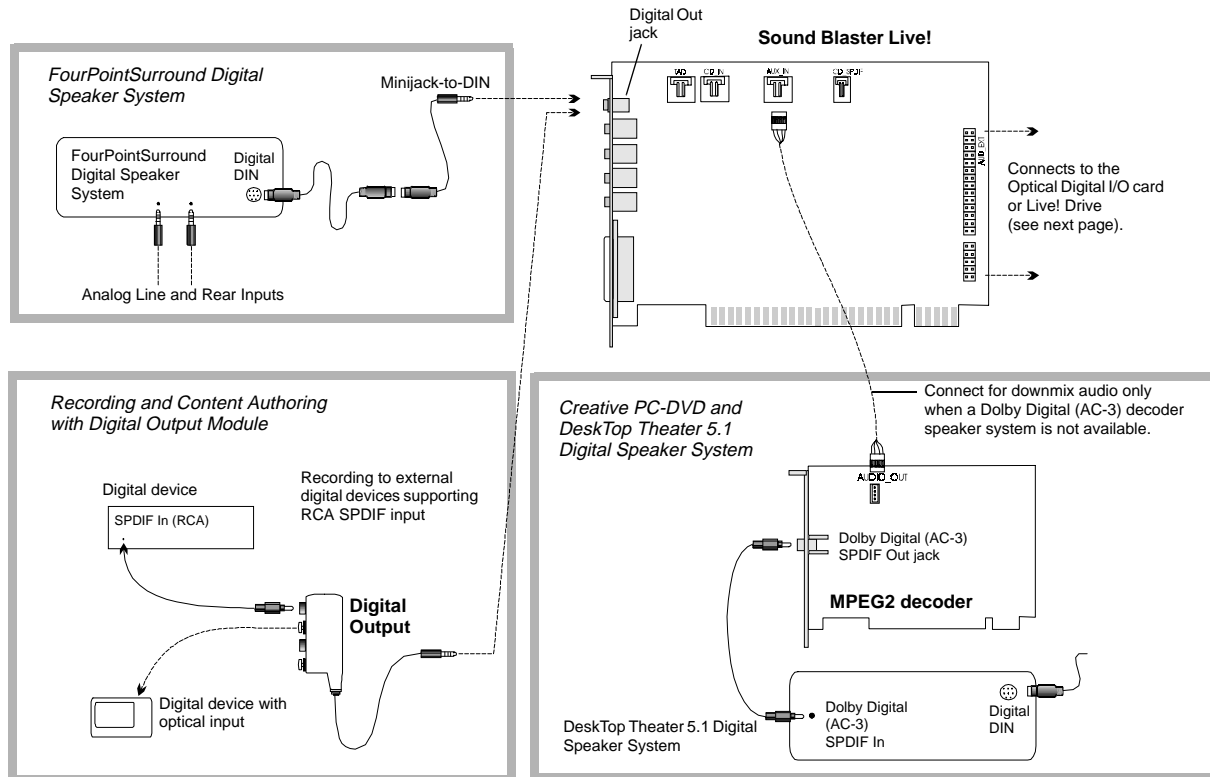
With FourPointSurround Digital speakers from Cambridge SoundWorks (for example, DTT3500 5.1 digital), you can experience crystal clear gaming sequences or music from the Digital DIN connection. A minijack-to-DIN cable is bundled with the speaker set for this connection.

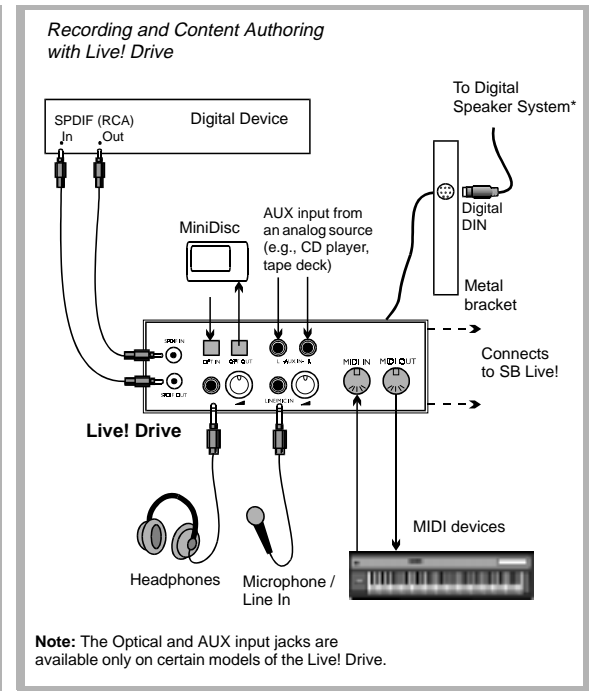
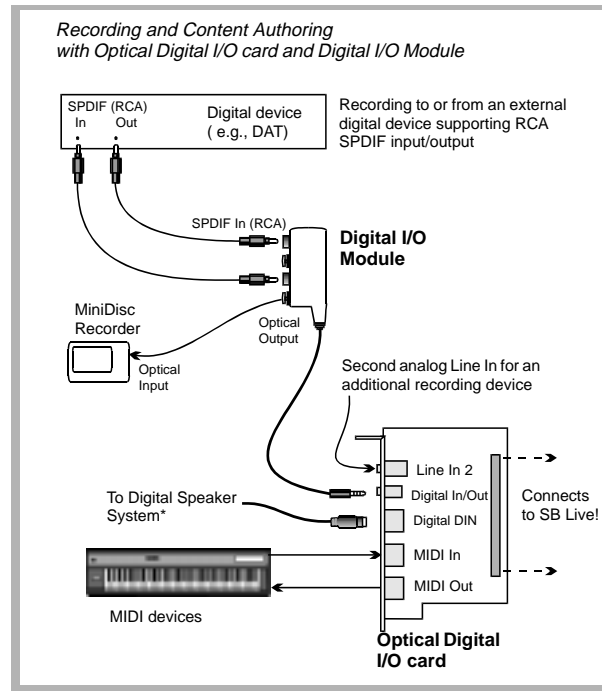
Or, connect an analog 5.1 channel speaker system (such as the Cambridge Soundworks' DeskTop Theater 5.1 DTT2200) or your 6-channel home theater speaker system. Sound Blaster Live! includes an Analog/Digital Out jact that allows you to connect center and subwoofer speakers. (For instructions on switching between analog and digital modes, see "Analog/Digital Output" on page 11.



Connecting Optional Devices

To watch DVD movies on your PC, you can connect a Creative PC-DVD Encore Dxr2 or Dxr3, or MPEG2 decoder card to an external Dolby Digital (AC-3) decoder such as the DeskTop Theater speaker systems. In this case, disconnect the audio card's Aux In connector from the decoder card's Audio Out connector. However, if an external Dolby Digital (AC-3) decoder speaker system is not available, this connection is necessary.





Recording and Content Authoring

- ☐ Digital Output Module connected to the Digital Out jack of Sound Blaster Live! gives you two sets of SPDIF (RCA) and Optical outputs to which you can connect and record to external digital devices such as MiniDisc or DAT recorders.
- ☐ If you are a musician with professional requirements, you may want to upgrade Sound Blaster Live! with either the Optical Digital I/O card (plus Digital I/O Module) or the Live! Drive.
- ☐ Either option includes:
 - SPDIF (RCA) and Optical input/output jacks for recording to and from external digital devices.
 - Standard MIDI input/output connectors for connection to MIDI devices.
 - Digital DIN connection to digital speakers such as the FourPointSurround speaker system.
 - Second analog Line In for connecting an input device (for example, CD player) for recording.
- ☐ Live! Drive fits a standard 5¼" drive bay of your computer and for easy access to the connectors on its front panel. The Headphones and Microphone inputs utilize ¼" jacks for high-quality connectivity.

Troubleshooting

MS-DOS Mode



- ☐ To play games in MS-DOS mode:
 - Connect the CD In connector to the Analog Audio connector of the CD-ROM or PC-DVD drive.
 - If audio is distorted, do not connect the CD SPDIF connector to the digital audio connector of the CD-ROM or PC-DVD drive.
- ☐ If you connect to the digital audio and analog audio connectors of the same CD-ROM or PC-DVD drive, do not unmute CD Audio and CD Digital at the same time in Surround Mixer.

Some legacy games may have been designed for use only in MS-DOS. Sound Blaster Live! supports MS-DOS games. There are two ways to play MS-DOS games:

- ☐ From the MS-DOS window in Windows

To open the MS-DOS window:

1. Click the Start button on the Windows Taskbar, select Programs, and then click MS-DOS Prompt.

- ☐ In Windows MS-DOS mode

If you do not want to or cannot run a game from the MS-DOS window, use MS-DOS mode. For example, when there are insufficient system resources to play the game with Windows loaded.

To restart the system in MS-DOS mode when you are already in Windows:

1. Click the Start button on the taskbar, and then click Shutdown.
2. Select the Restart The Computer In MS-DOS Mode option, and then click the OK button.

To start the system in MS-DOS mode at system startup:

1. At startup as Windows is loading, press and hold the F8 key.
2. At the startup menu, choose the Command Prompt Only option, and then press the ENTER key.

Some older games may have difficulty detecting the Sound Blaster Live! card at certain resource settings. Typically, these games would expect the card to be at a fixed set of resources and would fail to load if those resources are not detected. If you have older MS-DOS games that do not work properly, try changing the Sound Blaster Live! SB16 Emulation configuration. Use the following as a guide:

PROBLEM: Sound Blaster emulation is not recognized.

Resource: Switch the SB emulation IRQ between 5 and 7, use DMA channel 1, use interface port 220.

PROBLEM: The MPU-401 emulation is not recognized.

Resource: Try using Port address 330.

Audio Options

Most MS-DOS–based games have a procedure for audio setup. Generally, you are presented with a list of audio cards or audio devices from which to choose.

The methods used by games to present audio options can vary greatly. Some may present a single choice that corresponds to a particular audio device, that is, Sound Blaster, Sound Blaster 16, Roland Sound Canvas, and so on. Others provide an option for music and digital audio separately; for example, General MIDI music with Sound Blaster digital audio. In such a case, there are often two separate menus to configure.

Some games allow you to set the MIDI port address and IRQ for music and sound. These settings should correspond to the values displayed by SBECFG.EXE or the Resources tab page of the Creative Sound Blaster Live! SB16 Emulation Properties dialog.

Other games offer MPU-401/Roland (General MIDI or MT-32/LAPC-1) as an option. Often these games allow you to set the MIDI port address. They must match the MIDI address in the Resources list on the Resources tab page of the Creative Sound Blaster Live! SB16 Emulation Properties dialog. The same values can be found under “MPU-401 (General MIDI, Roland MT-32/LAPC-1) Emulation,” displayed by SBECFG.EXE in MS-DOS mode. Remember to enable the MT-32 MIDI patch with the SBEMIXER program if you select Roland MT-32 or LAPC-1 for music.

Music Options

Most MS-DOS games offer a menu choice for sound when they start up. If you have a choice between General MIDI and MT-32, always choose General MIDI, since it provides the best sound quality. If you need to use MT-32, you must first switch from the General MIDI instrument set (the default) to the MT-32 instrument set using SBEMIXER. Switch back to the General MIDI set when you are finished using the MT-32 instrument set.

Digital Audio Options

Sound Blaster Live! supports Sound Blaster, Sound Blaster Pro, Sound Blaster 16, and Adlib digital audio emulation. If an application provides all these as options, specify the choices in this order:

1. Sound Blaster 16
2. Sound Blaster Pro
3. Sound Blaster
4. Adlib

MS-DOS Mode Utilities

The Sound Blaster Live! card includes a few MS-DOS utilities. These utilities require the Sound Blaster Live! DOS driver SBEINIT.COM to be loaded.

SBECFG.EXE

Use the SBECFG.EXE utility to obtain the hardware settings and the status of the Sound Blaster Live! card. Typing **SBECFG.EXE** at the command prompt displays the following hardware settings:

- ☐ PCI Hardware Settings: Port, IRQ
- ☐ Sound Blaster Emulation: Port, IRQ, DMA
- ☐ MPU-401 Emulation (GM, Roland MT-32/LAPC-1): Port
- ☐ Adlib Emulation: Port

SBEMIXER.EXE

Use SBEMIXER.EXE to change the volume levels of the MPU-401 instrument set used on the Sound Blaster Live! card. You can use SBEMIXER.EXE from the command line—useful for advanced users who want to set up batch files with particular volume levels—or within the SBEMIXER screen. The settings for SBEMIXER.EXE are independent of the Creative Mixer settings in Windows 95/98.

To set SBEMIXER values in the command line:

At the DOS prompt, type the SBEMIXER command in a single line:

```
SBEMIXER [/S:x] [/W:x] [/C:x] [/M:x] [/?]
```

Square brackets [] denote optional parameters.

Parameter	Specifies
/S: <i>x</i>	Synth volume. <i>x</i> can be a value from the range 0 to 127.
/W: <i>x</i>	Wave volume. <i>x</i> can be a value from the range 0 to 127.
/C: <i>x</i>	CD audio volume. <i>x</i> can be a value from the range 0 to 127.
/M: <i>x</i>	Synth MT-32/LAPC-1 mode. For <i>x</i> , 0 is Off, 1 is On.
/?	View a short description of the parameters.

For example:

```
SBEMIXER /S:64 /W:120 /C:50 /M:0
```

To set SBEMIXER values within the Mixer screen:

- At the DOS prompt, type **SBEMIXER**

In interactive editor mode, you can change mixer settings with the mouse, TAB, PGUP, PGDN, or arrow keys.

Use the Save button to save the settings for the next session.

SBESSET.EXE

Use SBESSET.EXE to manually configure SB resources or disable SB Emulation. By default, SB Emulation in DOS follows the Windows settings. For example, if you disable SB Emulation in Windows, in the next boot to DOS, SB Emulation is disabled. Under rare circumstances you may need to manually reconfigure DOS SB Emulation, for example, if there is conflict in DOS before it can boot to Windows. SBESSET.EXE is run from the command line.

To set SBESSET values in the command line:

At the DOS prompt, type the SBESSET command in a single line. Its syntax is:

```
SBESSET [-Axxx] [-Ix] [-Dx] [-Hx] [-Pxxx] [-dx] [-wx]
```

Square brackets [] denote optional parameters:

Parameter	Specifies
-Axxx	SB interface's base I/O address.
-Ix	IRQ line used by the audio interface.
-Dx	First DMA channel used by the audio interface.
-Hx	Second DMA channel used by the audio interface.
-Pxxx	MPU-401 UART interface's base I/O address.
-dx	SB Emulation mode. For <i>x</i> , 1 is Off, 0 is On.
-wx	Set <i>x</i> to 1 to use the Windows-assigned resource configuration. Set <i>x</i> to 0 to use (your) user-assigned resource configuration.

For example:

```
SBESSET -A240 -I5 -D3 -w0
```

SBEGO.EXE

Run this utility to confirm that SB16 Emulation is properly installed and working.

Software

In Windows, the installation does not start automatically after the CD-ROM is inserted.

The AutoPlay feature in Windows may not be enabled.

To start the installation program through the My Computer shortcut menu:

1. Double-click the My Computer icon on your Windows desktop.
2. In the My Computer window, right-click the CD-ROM drive icon.
3. On the shortcut menu, click AutoPlay and follow the instructions on the screen.

Sound

To enable AutoPlay through Auto Insert Notification:

1. Click the Start button, select Settings, and then click Control Panel.
2. In the Control Panel window, double-click the System icon.
3. In the System Properties dialog, click the Device Manager tab and select your CD-ROM drive.
4. Click the Properties button.
5. In the Properties dialog, click the Settings tab and select Auto Insert Notification.
6. Click the OK button to exit from the dialog.

There is unexpected, excessive environmental sound or effects when an audio file is being played.

The last selected preset is an inappropriate environment for the current audio file.

To switch to an appropriate environment:

1. Open the Environmental Audio control utility.

OR

Display Creative Launcher. It is found at the top or bottom of your screen (you may have to bring your pointer to the edge of the screen to display Launcher). And then click the Environments tab.

2. In the Environment list, select “No effects” or an appropriate environment.

No sound from the headphones.

Check the following:

- ☐ The headphones are connected to the Line Out jack.
- ☐ In the Environment deck of Surround Mixer, make sure that the Speaker entry is Headphones.

In a 4-speaker configuration, there is no sound from the rear speakers.

Check the following:

- ☐ The rear speakers are connected to the audio card’s Rear Out jack.
- ☐ If you are playing sound from one of these sources:
 - CD Audio
 - Line In
 - TAD
 - Auxiliary (AUX)
 - Microphone

To solve the problem:

1. In Surround Mixer's Mixer deck, make sure the source being played is unmuted, that is, enabled.
2. Select the same source as the record source.

For example, if you are playing DVD games or movies, in Surround Mixer, unmute the Auxiliary device and select the Auxiliary device as your record source.

☐ If you change environments, go to Surround Mixer and unmute your active sources.

No sound from the speakers.

Check the following:

- Speakers are correctly connecte to your audio card's output.
- You have unmuted the correct source in Surround Mixer.

If both these conditions have been met and you still do not have sound, click the red plus sign above the VOL control. If Digital Output Only is selected, you are in Digital Output Only mode and must connect to digital speakers to hear the sound from your audio card.

No audio output when playing digital files such as .WAV, MIDI files or AVI clips.

Possible causes:

- ☐ Speaker volume (if any) is not set properly.
- ☐ External amplifier or speakers are connected to the wrong jack.
- ☐ Hardware conflict.
- ☐ Speakers selection in the Environment deck of Surround Mixer is incorrectly selected.
- ☐ Original Sound in either the Master or Source tab pages of Environmental Audio is set at or near 0%.

Check the following:

- ☐ Speakers' volume control, if any, is set at mid-range. Use Creative Mixer to adjust the volume, if necessary.
- ☐ Powered speakers or external amplifier are connected to the card's Line Out or Rear Out jack.
- ☐ No hardware conflict between the card and a peripheral device. See "I/O Conflicts" on page 45.
- ☐ Speakers selection in the Environment deck of Surround Mixer corresponds to your speaker or headphone configuration.
- ☐ Original Sound in either/both the Master and Source tab pages of Environmental Audio is set to 100%.

No audio output when playing CD-Audio.

OR

No audio output when playing DOS games that require a CD-ROM.

To solve this problem:

- Make sure the Analog Audio connector on the CD-ROM drive and the CD In connector on the audio card are connected.

Panning a source sometimes turns off its sound

Sometimes when panning an analog audio input source to the left or to the right, the sound from that source turns off.

Cause: Digital Output Only mode and conflicting left-right balances in two mixers

For example, in the Digital Output Only mode, the source's left-right balance in Windows Volume Control is at the opposite end compared to the position to which you panned the source in the Environment deck of Surround Mixer.

To solve this problem:

1. Open the other mixer (Windows Volume Control), and center the balances for all the audio input sources. This ensures that analog sources do not turn mute when you pan them in Surround Mixer.

Surround Mixer

Unwanted change of mixer settings with every change of super-environment presets.

To solve this problem:

- Dissociate the mixer settings.
 1. In the Preset deck, click the Surround Mixer title in the upper-left corner. The system menu appears, with a command Dissociate Mixer Settings.
 2. To dissociate mixer settings, make sure the command is checked.

Insufficient SoundFont Cache

There is insufficient memory to load SoundFonts.

This may occur when a SoundFont-compatible MIDI file is loaded or played.

Cause: There is insufficient memory allocated to SoundFonts.

To allocate more SoundFont cache:

- On the Options tab page of SoundFont Control, move the SoundFont Cache slider to the right.

The amount of SoundFont cache you can allocate depends on the system RAM available.

If there is still insufficient system RAM available:

- On the Configure Banks tab page of SoundFont Control, select a smaller SoundFont bank from the Select Bank box. The smallest SoundFont bank available is 2 MB (2MGMSMT.SF2).

Joystick

The joystick port is not working.

The audio card's joystick port conflicts with the system's joystick port.

To solve this problem:

- Disable the audio card's joystick port and use the system port instead.

The joystick is not working properly in some programs.

The program may use the system processor timing to calculate the joystick position. When the processor is fast, the program may determine the position of the joystick incorrectly, assuming that the position is out of range.

To solve this problem:

- Increase your system's 8 bit I/O recovery time of the BIOS setting, usually under the Chipset Feature Settings section. Or, if available, you may adjust the AT Bus speed to a slower clock. If the problem persists, try a different joystick.



Do not attempt to make changes to the BIOS unless you have experience with system software.

I/O Conflicts

Conflicts between your audio card and another peripheral device may occur if your card and the other device are set to use the same I/O address.

To resolve I/O conflicts, change the resource settings of your audio card or the conflicting peripheral device in your system using Device Manager in Windows.

If you still do not know which card is causing the conflict, remove all cards except the audio card and other essential cards (for example, disk controller and graphics cards). Add each card back until Device Manager indicates that a conflict has occurred.

To resolve hardware conflicts in Windows:

1. Click the Start button, point to Settings, and then click Control Panel.
2. In the Control Panel window, double-click the System icon.
3. In the System Properties dialog, click the Device Manager tab.
4. Under the Sound, Video And Game Controllers entry, select the conflicting audio card driver—indicated by an exclamation mark (!)—and click the Properties button.
5. In the Properties dialog, click the Resources tab.
6. Make sure that Use Automatic Settings is selected, and click the OK button.
7. Restart your system to allow Windows 95/98 to reassign resources to your audio card and/or the conflicting device.

Windows NT 4.0

A Service Control Manager error message appears with one or more other error messages at system restart.

This occurs after you remove an audio card from your computer after you have successfully installed the Sound Blaster Live! card. Windows is trying to match the drivers to the removed audio card.

To solve this problem:

1. Log on to your computer as Administrator.
2. Click the Start button, point to Settings, and then click Control Panel.
3. Double-click the Multimedia icon, and then click the Devices tab.
4. In the list, under these entries:
 - Audio Devices
 - MIDI Devices and Instruments

remove all items other than:

- Audio for Creative SB Live!
 - MIDI for Creative SB Live!
 - MIDI for Creative S/W Synth
5. Click the OK button to close the dialog. The drivers are removed.

Encore DVD Player

Encore DVD Player is not launched when a DVD disc is inserted into the drive.

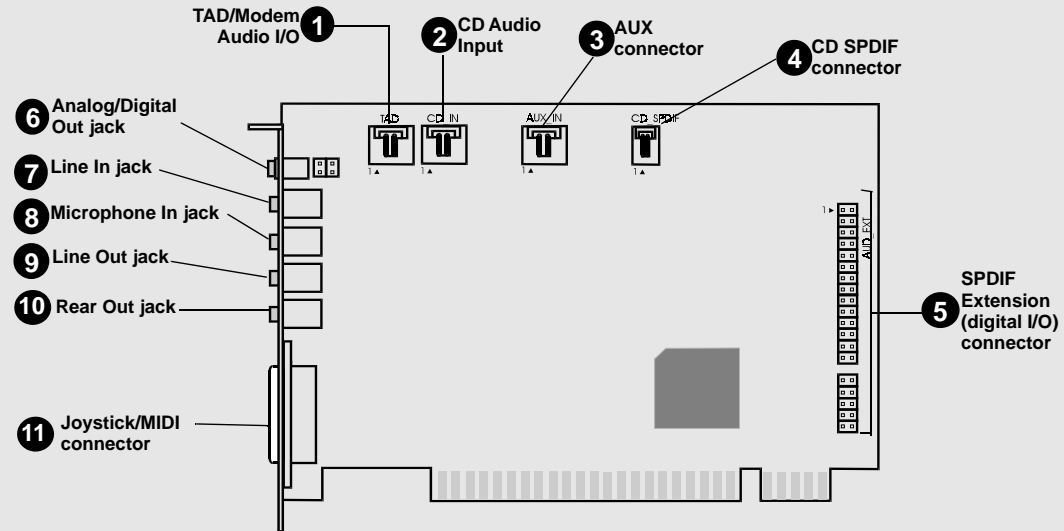
To solve this problem:

1. In the Windows system tray, right-click the Disc Detector icon, and then click Properties.
2. On the General tab page of the Creative Disc Detector dialog, select Enable Disc Detector.
3. Click the Players tab.
4. Select the DVD Disc entry and then click the Select Player button.
5. In the Players Properties dialog, click the Browse button.
6. Browse to **C:\Program Files\Creative\PC-DVD Encore** and double-click the entry **ctdvdply**.
The Name box now displays the entry *ctdvdply*.
7. Click the OK button twice to close.

Now when you double-click the Disc Detector icon, the Encore DVD Player is launched.

Details

Creative Sound Blaster Live! MP3+ 5.1



English	Español	Français	Português
1 Telephone Answering connector Provides a mono connection from a standard voice modem, and transmits microphone signals to the modem.	Conector Dispositivo Contestador Automático Provee una conexión mono de un módem vocal estándar, y transmite señales del micrófono al módem.	Connecteur de répondeur téléphonique (TAD) Assure une connexion mono en provenance d'un modem voix standard et transmet les signaux du microphone au modem.	Conector para dispositivo de resposta telefônica (TAD) Fornece uma conexão mono de um modem de voz padrão e transmite sinais do microfone para o modem.
2 CD Audio connector Connects to a CD-ROM drive using a CD audio cable.	Conector Audio CD Conecta a un lector CD-ROM utilizando un cable de audio CD.	Connecteur CD Audio Raccorder un lecteur de CD-ROM via un câble CD audio.	Conector para áudio de CD Conecta a uma unidade de CD-ROM usando um cabo de áudio para CD.

	English	Español	Français	Português
3	AUX connector Connects to internal audio sources such as TV tuner, MPEG, or other similar cards.	Conector AUX Conecta a fuentes de audio internas como el sintetizador TV, MPEG, u otras tarjetas similares.	Connecteur AUX Permet de raccorder les sources audio internes (TV Tuner, MPEG ou autres cartes similaires).	Conector AUX Conecta a fontes de áudio internas, como um sintonizador de TV, MPEG ou outras placas similares.
4	CD SPDIF connector Connects to a SPDIF output on a CD-ROM.	Conector CD SPDIF Conecta a la salida SPDIF en un CD-ROM.	Connecteur CD SPDIF Permet de raccorder une sortie SPDIF sur un CD-ROM.	Conector CD SPDIF Conecta a uma saída SPDIF em uma unidade de CD-ROM.
5	SPDIF EXT connector Connects to an external SPDIF device.	Conector SPDIF EXT Conecta a dispositivo externo SPDIF.	Connecteur SPDIF EXT Permet de raccorder de périphérique externe SPDIF.	Conector SPDIF EXT Conecta a dispositivo externo SPDIF.
6	Digital Out jack Front and rear SPDIF output channels for connection to external digital devices, such as a Digital Audio Tape (DAT) or MiniDisc recorder via a Digital Output module (available separately) or to FourPointSurround Digital speakers.	Jack Salida de Línea Digital SPDIF delantero y posterior hizo salir los canales para la conexión a los dispositivos digitales externos, tales como un registrador de la cinta audio (DAT) o de MiniDisc Digital vía un módulo de salida digital (disponible por separado) o a los altavoces de FourPointSurround Digital.	Jack de sortie ligne numérique SPDIF avant et arrière a sorti des canaux pour la connexion aux dispositifs digitaux externes, tels qu'un enregistreur de la bande sonore (DAT) ou du MiniDisc de Digital par l'intermédiaire d'un module de sortie digitale (disponible séparément) ou aux haut-parleurs de FourPointSurround Digital.	Tomada Line Out Digital SPDIF dianteiro e traseiro output as canaletas para a conexão aos dispositivos digitais externos, tais como um registrador da fita adesiva audio (DAT) ou do MiniDisc de Digital através de um módulo de saída digital (disponível separada) ou aos altofalantes de FourPointSurround Digital.
7	Line In jack Connects to external devices (such as cassette, DAT, or minidisc player) for playback or recording.	Jack Entrada Línea Conecta a dispositivos externos (como cassette, DAT, o tocador de Minidisco) para reproducción o grabación.	Jack d'entrée ligne (Line In) Permet de raccorder des périphériques externes (magnétophone à cassettes, répondeur téléphonique ou lecteur de minidisques) pour la lecture ou l'enregistrement.	Tomada Line In Conecta a dispositivos externos (como um tape deck, DAT ou Minidisc player) para reprodução ou gravação.
8	Microphone In jack Connects to an external microphone for voice input.	Jack Entrada Micrófono Conecta a un micrófono externo para entrada vocal.	Jack d'entrée microphone (Microphone In) Permet de raccorder un microphone externe pour les entrées voix.	Tomada Microfone In Conecta a um microfone externo para entrada de voz.
9	Line Out jack Connects to powered speakers or an amplifier for audio output. Also supports headphones.	Jack Salida de Línea Conecta a parlantes amplificados o amplificador para salida audio. También soporta auriculares.	Jack de sortie ligne (Line Out) Permet de raccorder des haut-parleurs alimentés ou un amplificateur pour la sortie audio. Accepte également un casque.	Tomada Line Out Conecta a caixas acústicas amplificadas ou a um amplificador para saída de áudio.. Também suporta fones de ouvido.
10	Rear Out jack Connects to powered speakers or an amplifier for audio output.	Jack Salida Atrás Conecta a parlantes amplificados o amplificador para salida audio.	Jack de sortie arrière (Rear Out) Permet de raccorder des haut-parleurs alimentés ou un amplificateur pour la sortie audio.	Tomada Rear Out Conecta a caixas acústicas amplificadas ou a um amplificador para saída de áudio.
11	Joystick/MIDI connector Connects to a joystick or a MIDI device. An optional MIDI kit allows you to connect the joystick and MIDI device simultaneously.	Conector Joystick/MIDI Conecta a un joystick o un dispositivo MIDI. Un kit MIDI opcional le permitirá conectar el joystick y el dispositivo MIDI simultáneamente.	Connecteur pour manette de jeux/MIDI Permet de raccorder une manette de jeux ou un périphérique MIDI. Un kit MIDI disponible en option vous permettra de raccorder la manette de jeux et le périphérique MIDI simultanément.	Conector para Joystick/MIDI Conecta a um joystick ou a um dispositivo MIDI. Um kit MIDI opcional permitirá a conexão do joystick e do dispositivo MIDI simultaneamente.

General Specifications: Sound Blaster Live! MP3+ 5.1

English	Español	Français	Português
PCI Bus Mastering <ul style="list-style-type: none"> • PCI Specification Version 2.1 compliant • Bus mastering reduces latency and speeds up system performance 	PCI Bus Mastering <ul style="list-style-type: none"> • Conforme con la Especificación PCI Versión 2.1 • Bus mastering reduce la latencia y acelera la performance del sistema 	Matrissage du bus PCI <ul style="list-style-type: none"> • Compatible avec la Spécification PCI Version 2.1 • Le matrissage du bus réduit les temps d'attente et augmente les performances du système en termes de vitesse 	Barramento-mestre PCI <ul style="list-style-type: none"> • Especificação PCI em concordância com a versão 2.1 • O barramento-mestre reduz a latência e melhora o desempenho do sistema.
EMU10K1 <ul style="list-style-type: none"> • Advanced hardware accelerated digital effects processing • 32-bit digital processing while maintaining a 192 dB dynamic range • Patented 8-point interpolation that achieves the highest quality of audio reproduction • 64-voice hardware wavetable synthesizer • Professional-quality digital mixing and equalization • Up to 32 MB of sound RAM mapped to host memory 	EMU10K1 <ul style="list-style-type: none"> • Procesado de efectos digitales acelerado por hardware avanzado • Procesado digital de 32-bit manteniendo a la misma vez una gama dinámica de 192 dB • Interpolación de 8-puntos patentada que obtiene una reproducción de audio de calidad superior • Sintetizador de wavetable de hardware de 64-vozes • Mezcla digital e igualación de calidad profesional • Hasta 32 MB de RAM de sonido trazados en la memoria anfitriona 	EMU10K1 <ul style="list-style-type: none"> • Traitement d'effets numériques accéléré avec un matériel d'avant-garde • Traitement numérique 32 bits, avec conservation de la gamme dynamique de 192 dB • Interpolation 8 points brevetée permettant d'obtenir une qualité optimale dans la reproduction du son • Synthétiseur de table d'ondes matériel 64 voies • Mixage et égalisation numériques d'une qualité professionnelle • Projection de 32 Mo de RAM audio (maximum) sur la mémoire centrale 	EMU10K1 <ul style="list-style-type: none"> • Processamento avançado de efeitos digitais acelerado por hardware • Processamento digital de 32 bits, mantendo ao mesmo tempo uma faixa dinâmica de 192 dB • Interpolação de 8 pontos patenteada que atinge a mais alta qualidade de reprodução sonora. • Sintetizador de hardware wavetable de 64 vozes • Mixagem e equalização digitais com qualidade profissional • Até 32 MB de memória RAM sonora mapeados à memória host
Stereo Digitized Voice Channel <ul style="list-style-type: none"> • True 16-bit Full Duplex operation • 16-bit and 8-bit digitizing in stereo and mono modes • Playback of 64 audio channels, each at an arbitrary sample rate • ADC recording sampling rates: 8, 11.025, 16, 22.05, 24, 32, 44.1 and 48 kHz • Dithering for 8-bit and 16-bit recording 	Canal Vocal Digitalizado Estéreo <ul style="list-style-type: none"> • Operación en Full Duplex de 16-bit verdadera • Digitalización de 16-bit y 8-bit en modos estéreo y mono • Reproducción de 64 canales audio, cada uno a una frecuencia de muestreo arbitraria • Frecuencia de muestreo de grabación ADC: 8, 11.025, 16, 22.05, 24, 32, 44.1 y 48 kHz • Dithering para grabación de 8-bit y 16-bit 	Canal voix numérisé stéréo <ul style="list-style-type: none"> • Véritable fonctionnement Full Duplex 16 bits • Numérisation 16 bits et 8 bits en modes stéréo et mono • Lecture de 64 canaux audio, chacun avec une fréquence d'échantillonnage arbitraire • Fréquences d'échantillonnage pour l'enregistrement ADC: 8 / 11,025 / 16 / 22,05 / 24 / 32 / 44,1 et 48 kHz • Dithering pour l'enregistrement 8 bits et 16 bits 	Canal de voz digitalizada estéreo <ul style="list-style-type: none"> • Operação real full duplex de 16 bits • Digitalização de 16 bits e 8 bits nos modos estéreo e mono • Reprodução de 64 canais de áudio, cada um a uma taxa de amostragem arbitrária • Taxas de amostragem de gravação ADC: 8, 11.025, 16, 22.05, 24, 32, 44.1 e 48 kHz • Simulação para gravação de 8 bits e 16 bits
AC '97 Codec Mixer <ul style="list-style-type: none"> • Mixes EMU10K1 audio sources and analog sources such as CD Audio, Line In, Microphone, Auxiliary, and TAD • Selectable input source or mixing of various audio sources for recording • 16-bit Analog-to-Digital conversion of analog inputs at 48 kHz sample rate 	AC '97 Codec Mixer <ul style="list-style-type: none"> • Mezcla fuentes de audio EMU10K1 y fuentes análogas como Audio CD, Entrada Línea, Micrófono, Auxiliar, y TAD • Fuente de entrada seleccionable o mezcla de varias fuentes de audio para grabación • Conversión Analogo-a-Digital de 16-bit de entradas análogas a una frecuencia de muestreo de 48 kHz 	Table de mixage codec AC '97 <ul style="list-style-type: none"> • Mélange de sources audio EMU10K1 et de sources analogiques telles que CD Audio, Line In (Entrée ligne), Microphone, Auxiliary (Auxiliaire), et TAD In (Entrée répondeur téléphonique) • Sélection de la source en entrée ou mixage de différentes sources audio pour l'enregistrement • Conversion analogique-numérique 16 bits des entrées analogiques avec une fréquence d'échantillonnage de 48 kHz 	AC '97 Codec Mixer <ul style="list-style-type: none"> • Mixa fontes de áudio EMU10K1 e fontes analógicas, como áudio de CD, Line In, microfone, auxiliar, e TAD • Fonte de entrada selecionável ou mixagem de várias fontes de áudio para a gravação • Conversão analógica-digital de 16 bits de sinais analógicos a uma taxa de amostragem de 48 kHz

English	Español	Français	Português
Volume Control <ul style="list-style-type: none"> • Software record and playback control of Master, Digitized Voice, and inputs from MIDI device, CD Audio, Line, Microphone, Auxiliary, TAD, SPDIF, Wave/DirectSound device, and CD Digital (CD SPDIF) • Separate bass and treble control • Front and rear balance control • Muting and balance control for individual playback sources 	Control de Volumen <ul style="list-style-type: none"> • Control de grabación y reproducción por software de Master, Voz Digitalizada, y entradas de dispositivos MIDI, Audio CD, Línea, Micrófono, Auxiliar, TAD, SPDIF, dispositivo Wave/DirectSound, y Digital CD (CD SPDIF) • Control de graves y agudos separado • Control delantero y posterior del balance • Control de mute y balance para fuentes de reproducción individuales 	Réglage du volume <ul style="list-style-type: none"> • Réglage logiciel, pour l'enregistrement et la lecture, du Master, de Voix numérisée et des entrées suivantes : périphérique MIDI, CD Audio, Ligne, Microphone, Auxiliaire, TAD (Répondeur téléphonique), SPDIF, périphérique Wave/DirectSound et CD Digital (CD SPDIF) • Réglages séparés des basses et des aigus • Commande avant et arrière d'équilibre • Réglage de la coupure du son et de l'équilibrage pour les sources de lecture individuelles 	Controle de volume <ul style="list-style-type: none"> • Controle de gravação e reprodução do software de Master, voz digitalizada e sinais de entrada de dispositivo MIDI, áudio de CD, linha, microfone, auxiliar, TAD, SPDIF, dispositivo Wave/DirectSound e CD Digital (CD SPDIF) • Controles individuais para graves e agudos • Controle dianteiro e traseiro do contrapeso • Controle de silenciamento e balanço para fontes individuais de reprodução
Dolby Digital (AC-3) Decoding <ul style="list-style-type: none"> • Decodes Doby Digital (AC-3) to 5.1 channels or pass-through compressed Dolby Digital (AC-3) PCM SPDIF stream to external decoder • Bass Redirection: Enhances bass ouput to subwoofer 	El Decodificar Dolby Digital (AC-3) Decodifica <ul style="list-style-type: none"> • Doby Digital (AC-3) a 5,1 canales o a la secuencia Dolby comprimida paso del PCM SPDIF Digital (AC-3) al decodificador externo • Cambio de dirección Bajo: Realza el ouput bajo al subwoofer 	Décodage Dolby de Digital (AC-3) <ul style="list-style-type: none"> • Décode Doby Digital (AC-3) à 5,1 canaux ou à jet dolby du PCM SPDIF de Digital comprimé par pass-through (AC-3) au décodeur externe • Redirection Basse: Met en valeur l'ouput bas au subwoofer 	Descodificação Dolby de Digital (AC-3) <ul style="list-style-type: none"> • Descodifica Doby Digital (AC-3) a 5,1 canaletas ou ao córego dolby comprimido pass-through do PCM SPDIF de Digital (AC-3) ao decodificador externo • Redirection Baixo: Realça o ouput baixo ao subwoofer
Creative Multi Speaker Surround™ (CMSS™) <ul style="list-style-type: none"> • Multi-speaker technology • Professional-quality panning and mixing algorithm • Independent multiple sounds can be moved and placed around a listener 	Creative Multi Speaker Surround™ (CMSS™) <ul style="list-style-type: none"> • Tecnología multi-parlante • Algoritmo de panning y mezcla de calidad profesional • Sonidos múltiples independientes pueden ser movidos y colocados alrededor de un oyente 	Creative Multi Speaker Surround™ (CMSS™) <ul style="list-style-type: none"> • Technologie multi-haut-parleurs • Algorithme de panoramique et de mixage de qualité professionnelle • Plusieurs sons indépendants peuvent être déplacés et disposés autour d'un auditeur 	Creative Multi Speaker Surround™ (CMSS™) <ul style="list-style-type: none"> • Tecnologia de múltiplas caixas acústicas • Algoritmo de distribuição panorâmica e mixagem de qualidade profissional • Vários sons independentes podem ser movidos e posicionados ao redor de um ouvinte

Connectivity

English	Español	Français	Português
Audio Inputs <ul style="list-style-type: none"> Line-level analog Line input via stereo jack on rear bracket Mono Microphone analog input via stereo jack on rear bracket CD_IN line-level analog input via 4-pin Molex connector on card AUX_IN line-level analog input via 4-pin Molex connector on card TAD line-level analog input via 4-pin Molex connector on card CD_SPDIF digital input via 2-pin Molex connector on card, accepting sampling rates of 32, 44.1, and 48 kHz 	Entradas de información Audio <ul style="list-style-type: none"> La línea analógica del Línea-nivel entró vía jack estéreo en el corchete posterior Entrada de información analógica del mono micrófono vía jack estéreo en el corchete posterior Entrada de información analógica del línea-nivel de CD_IN vía el conector de Molex de los 4-contactos en tarjeta Entrada de información analógica del línea-nivel de AUX_IN vía el conector de Molex de los 4-contactos en tarjeta Entrada de información analógica del línea-nivel de TAD vía el conector de Molex de los 4-contactos en tarjeta Entrada de información digital de CD_SPDIF vía el conector de Molex de los 2-contactos en la tarjeta, validando índices del muestreo de 32, 44,1, y 48 kHz 	Entrées Sonores <ul style="list-style-type: none"> La ligne analogique de Ligne-niveau a entré par l'intermédiaire du plot stéréo sur la parenthèse arrière Entrée analogique de microphone mono par l'intermédiaire de plot stéréo sur la parenthèse arrière Entrée analogique de ligne-niveau de CD_IN par l'intermédiaire de connecteur de Molex de 4-broches sur la carte Entrée analogique de ligne-niveau d'AUX_IN par l'intermédiaire de connecteur de Molex de 4-broches sur la carte Entrée analogique de ligne-niveau de TAD par l'intermédiaire de connecteur de Molex de 4-broches sur la carte Entrée digitale de CD_SPDIF par l'intermédiaire de connecteur de Molex de 2-broches sur la carte, recevant des cadences de prélèvement de 32, 44,1, et 48 kHz 	Entradas Audio <ul style="list-style-type: none"> A linha análoga do Linha-nível input através do jaque estereofónico no suporte traseiro Entrada análoga do microfone mono através do jaque estereofónico no suporte traseiro Entrada análoga do linha-nível de CD_IN através do conector de Molex dos 4-pinos no cartão Entrada análoga do linha-nível de AUX_IN através do conector de Molex dos 4-pinos no cartão Entrada análoga do linha-nível de TAD através do conector de Molex dos 4-pinos no cartão Entrada digital de CD_SPDIF através do conector de Molex dos 2-pinos no cartão, aceitando taxas da amostragem de 32, 44,1, e 48 kHz
Audio Outputs <ul style="list-style-type: none"> ANALOG/DIGITAL OUT (front and rear SPDIF digital outputs) via 4-pole 3.5 mm minijack on rear bracket Three line-level analog outputs via stereo jacks on rear bracket, Front and Rear Line-Outs Stereo headphone (32-ohm load) support on Front Line-Out 	Salidas del Audio <ul style="list-style-type: none"> ANALOG/DIGITAL OUT (salidas digitales delanteras y posteriores de SPDIF) vía 4-pole 3,5 milímetros de minijack en el corchete posterior Tres salidas analógicas del línea-nivel vía gatos estéreos en Line-Outs posterior del corchete, delantero y posterior La ayuda estérea del auricular (carga de los 32-ohmios) en Line-Out delantero 	Sorties d'acoustique <ul style="list-style-type: none"> ANALOG/DIGITAL OUT (sorties digitales avant et arrière de SPDIF) par l'intermédiaire de 4-pole 3,5 millimètres de minijack sur la parenthèse arrière Trois sorties analogiques de ligne-niveau par l'intermédiaire des plots stéréo sur Line-Outs de parenthèse, avant et arrière arrière Le support stéréo de écouteur (chargement d'32-ohms) sur Line-Out avantconnecte 	ANALOG/Saídas do áudio <ul style="list-style-type: none"> DIGITAL OUT (saídas digitais dianteiras e traseiras de SPDIF) através de 4-pole 3,5 milímetros de minijack no suporte traseiro Duas saídas análogas do linha-nível através dos jakes estereofónicos em Line-Outs traseiro do suporte, o dianteiro e o traseiro A sustentação estereofónica do headphone (carga de 32-ohms) em Line-Out dianteiro conectara
Interfaces <ul style="list-style-type: none"> D-Sub MIDI interface for connection to external for connection to external MIDI devices. Doubles as Joystick port. AUD_EXT 2x20 pin header for connection to Optical Digital I/O card or Live! Drive 	Interfaces <ul style="list-style-type: none"> D-Sub MIDI para la conexión a externo para la conexión a los dispositivos externos de MIDI. Dobles como acceso de la palanca de mando. La cabecera del contacto de AUD_EXT 2x20 para la conexión a la tarjeta de entrada-salida óptica Digital o Live! Drive 	Interfaces <ul style="list-style-type: none"> D-Sub MIDI pour la connexion à externe pour la connexion aux dispositifs externes du MIDI. Doubles comme port de manche. L'en-tête de broche d'Aud_ext 2x20 pour la connexion à la carte de E/S optique de Digital ou Live! Drive 	Relações <ul style="list-style-type: none"> D-Sub MIDI para a conexão a externo para a conexão aos dispositivos externos de MIDI. Dobros como a porta do manche. O encahecimento do pino de AUD_EXT 2x20 para a conexão ao cartão de I/O ótico de Digital ou Live! Drive

Contacting Creative Labs

English	Español	Français	Português
<p>At Creative, we are committed to giving you the best product as well as the best technical support.</p> <p>Before You Contact Us</p> <p>Please be seated at your computer and have the following information:</p> <ul style="list-style-type: none"> Model and serial numbers (usually found on the back of the device) of the product, and date of purchase. Error message on the screen and how it came about. Information on the adapter card that conflicts with the product, if applicable. Hardware configuration information such as the base I/O address, IRQ line, or DMA channel used, if applicable. Computer type and speed (for example, Pentium 166) and memory available. Type and version of your operating system; for example, DOS 6.22, Windows 3.1x, or Windows 95. <p>You can contact Technical Support through one of the following addresses or numbers:</p> <p>Creative Labs, Inc. Technical Support 1523 Cimarron Plaza Stillwater, OK 74075 U.S.A.</p> <ul style="list-style-type: none"> Telephone: 405 742 6622 Facsimile: 405 742 6633 TTD: 405 372 7341 Monday—Friday: 10:00 a.m.—6:00 p.m. Webphone: clvwp1@clok.creaf.com Monday—Friday: 10:00 a.m.—6:00 p.m. <p>Operating hours (U.S.A. Central Time)</p> <ul style="list-style-type: none"> Monday—Saturday: 10:00 a.m.—10:00 p.m. Sunday Noon—8:00 p.m. Public Holidays: Closed <p>You can get our latest program and driver updates, technical data, and answers to frequently asked questions through these 24-hour services:</p> <ul style="list-style-type: none"> BBS: 405 742 6660 CompuServe: Go Blaster Fax Back: 405 372 5227 Internet: http://www.soundblaster.com <p>You need a modem to access a bulletin board service (BBS).</p>	<p>El compromiso de Creative Labs es el de proporcionar a sus clientes el mejor producto posible que cuente con excelente soporte técnico.</p> <p>Si requiere soporte técnico en su propio idioma (español), puede ponerse en contacto con nosotros por facsímil o por correo electrónico las 24 horas del día. Las respuestas se enviarán de Lunes a Sábado de 10:00 a las 22:00 horas y los Domingos de las 12:00 a las 22:00 horas - horario central de EE.UU.</p> <p>Bajo condiciones normales, el grupo de soporte técnico enviará las respuestas a las consultas dentro de un tiempo oportuno, sin embargo, éste puede variar dependiendo de la cantidad de solicitudes de soporte recibida.</p> <p>Al enviar su consulta, por favor cerciórese de incluir la información siguiente lo más detalladamente posible. De tal manera, nuestros representantes de soporte podrán diagnosticar y resolver su problema más fácilmente.</p> <ul style="list-style-type: none"> Nombre, número de facsímil o dirección de correo electrónico Nombre y número de modelo del producto de Creative Labs utilizado Descripción detallada del problema y texto de cualquier mensaje de error que haya aparecido en la pantalla Sistema operativo y versión del mismo Tipo y velocidad del equipo utilizado (por ejemplo, PC 486/33), además de la memoria disponible Tipo de tarjeta gráfica y otras tarjetas para periféricos que haya instaladas en su sistema (por ejemplo, fax/módem, tarjeta controladora SCSI, etc.) <p>Creative Labs, Inc. - Soporte Técnico 1523 Cimarron Plaza Stillwater, OK 74075 EE.UU</p> <p>Soporte Técnico en español por facsímil y correo electrónico</p> <ul style="list-style-type: none"> Facsímil: 1 405 742 6613 Correo electrónico: suporte@creativelabs.com 	<p>À Creative Labs, nous voulons offrir à nos clients les meilleurs produits multimédia et un support technique de haute qualité.</p> <p>Si vous avez besoin de support technique dans votre langue, vous pouvez nous contacter par téléphone au numéro suivant: 405 742 2385. Le support technique est offert du lundi au vendredi de 10:00 à 22:00 heure.</p> <p>Avant de nous contacter, assurez-vous d'avoir à votre portée, toute l'information se rapportant aux points suivants:</p> <ul style="list-style-type: none"> Modèle et numéro de série du produit (se trouve habituellement à l'arrière des composantes principales) Une description détaillée du problème et texte complet du message d'erreur qui est apparu à l'écran. Système opérationnel et version spécifique Genre d'ordinateur et de processeur utilisé Genre de carte graphique et autres cartes périphériques installées dans votre system (exemple: modem, carte de contrôle SCSI etc.) <p>Creative Labs, Inc. - Support Technique 1523 Cimarron Plaza Stillwater, OK 74075 Etats-Unis</p> <p>Nouveaux gestionnaires de programmes, solutions de problèmes communs et réponses aux questions demandées fréquemment sont disponible aux numéraux ou sites internet suivants:</p> <ul style="list-style-type: none"> BBS: 405 742 6660 CompuServe: Go Blaster Fax Back: 405 372 5227 Internet: http://www.soundblaster.com e-mail: support_technique@creativelabs.com <p>Vous devez avoir un modem pour accéder le BBS, CompuServe et le site internet.</p>	<p>A Creative Labs tem por objetivo oferecer a seus clientes o melhor produto possível com suporte técnico do mais alto nível.</p> <p>Se você precisar de suporte em seu idioma, entre em contato com a Creative Labs por fax ou correio eletrônico, disponível 24-horas por dia. As respostas serão enviadas de segunda a sábado, das 8h00 às 22h00 e domingos das 12h00h às 22h00, horário central nos EUA.</p> <p>Em condições normais, o grupo de suporte técnico enviará as respostas dentro de um prazo adequado. O tempo de resposta poderá variar de acordo com a quantidade de perguntas enviadas.</p> <p>Ao enviar sua pergunta, certifique-se de estar fornecendo as informações relacionadas abaixo, incluindo tantos detalhes quanto for possível. Isto facilitará o diagnóstico de seu problema e, consequentemente, a identificação de uma solução por parte de nossos representantes de suporte técnico.</p> <ul style="list-style-type: none"> Seu nome e número de fax ou endereço de correio eletrônico O nome e número de modelo de seu produto Creative Labs Uma descrição detalhada do problema e o conteúdo de qualquer mensagem de erro que você tenha recebido O sistema operacional e a versão O tipo e a velocidade de seu processador (por ex., 486/33), bem como a memória RAM disponível O tipo de placa gráfica e quaisquer outras placas periféricas instaladas em seu sistema (por exemplo, fax/modem, placa controladora SCSI) <p>Creative Labs, Inc. - Assistência Técnica 1523 Cimarron Plaza Stillwater, OK 74075 EUA.</p> <p>Você pode enviar sua pergunta por fax ou correio eletrônico a:</p> <ul style="list-style-type: none"> Fax: +1 405 742-6613 Correio Eletrônico: suporte@creativelabs.com

Product Return

English	Español	Français	Português
<p>Product Return To return a Creative product for a factory service, contact the Creative Technical Support office. Once the staff has verified the product is defective, you will be given a Return Merchandise Authorization (RMA) number.</p> <p>NOTE: Retain your purchase receipt, as well as all packaging and contents, until all product components are functioning to your satisfaction. They are required in the unlikely event you need to return the product to Creative.</p> <p>When returning a product for factory service:</p> <ul style="list-style-type: none"> • Shipment to Creative is at your expense and you assume all risk. Ship the package through a carrier that provides proof of delivery; insure the shipment at full product value. • Place the RMA number on the outside of the package. • Use proper materials for packing the product for shipment. • For free repair or replacement, you must include a copy of a dated proof of purchase (store receipt), proving the product is still under Warranty <p>Creative may replace or repair the product with new or reconditioned parts, and the faulty parts or product will become the property of Creative.</p>	<p>Devolución del producto Con el fin de devolver un producto de Creative Labs para que reciba servicio de fábrica, ponerse en contacto con la oficina de soporte técnico de la compañía. Después que el personal de servicio haya verificado que el producto se encuentra defectuoso, se emitirá un número de autorización para la devolución de mercadería (RMA).</p> <p>NOTA: Guardar el recibo de compra y los materiales de empaque del producto hasta que todos los componentes estén funcionando satisfactoriamente, puesto que se deberá incluirlos con el mismo en caso de necesitar devolverlo a Creative Labs.</p> <p>Cuando se devuelva un producto para que reciba servicio de fábrica:</p> <ul style="list-style-type: none"> • El envío a Creative Labs corre por cuenta del cliente y éste asume todos los riesgos. Se recomienda enviar el paquete a través de una compañía que proporcione un comprobante de entrega y asegurar el producto por su valor total. • Colocar el número de autorización para la devolución de mercadería (RMA) en el exterior del paquete. • Embalar el producto adecuadamente para el transporte. • Para obtener la reparación o reemplazo gratuitos se debe incluir una copia del comprobante de compra fechado (recibo de tienda), siempre y cuando el producto se encuentre dentro de la fecha cubierta por la garantía. <p>Creative Labs puede reemplazar o reparar el producto con componentes nuevos o reacondicionados y las partes o componentes defectuosos quedarán como propiedad de la compañía.</p>	<p>Renvoi de produits Pour renvoyer un produit Creative nécessitant des réparations, veuillez contacter le service du support technique de Creative. Une fois que nos techniciens auront pu déterminer que le produit est défectueux, vous recevrez un numéro d'autorisation pour retour de marchandise (ARM).</p> <p>REMARQUE : Outre tous les matériaux et le contenu de l'emballage, veuillez conserver le récépissé de caisse jusqu'à ce que tous les composants du produit fonctionnent selon vos désirs. Ces éléments sont indispensables au cas peu probable où vous auriez besoin de renvoyer le produit à Creative.</p> <p>Quand vous renvoyez un produit nécessitant des réparation :</p> <ul style="list-style-type: none"> • L'expédition à destination de Creative se fait à vos frais et vous en assumez tous les risques. Envoyez le paquet par l'intermédiaire d'une entreprise délivrant un certificat de livraison ; assurez l'expédition pour la valeur totale du produit. • Indiquez le numéro ARM à l'extérieur de l'emballage. • Utilisez des matériaux d'emballage convenables pour ce produit. • Pour obtenir des réparations gratuites ou un échange du produit, vous devez y inclure une copie datée du récépissé d'achat (reçu du magasin), prouvant que le produit est encore sous garantie. <p>Creative peut échanger ou réparer le produit avec des pièces neuves ou remises à neuf, et les pièces ou le produit défectueux deviennent alors la propriété de Creative.</p>	<p>Devolução de Produto Para devolver um produto da Creative para conserto na fábrica, entre em contato com o departamento de Suporte Técnico da Creative. Depois que a equipe confirmar que o produto apresenta defeitos, você receberá um número de Autorização para Devolução de Mercadoria (RMA - Return Merchandise Authorization).</p> <p>NOTA: Guarde o seu recibo de compra, junto com toda a embalagem e o conteúdo do pacote, até ter certeza de que todos os componentes do produto estão funcionando satisfatoriamente. Todos esses itens serão necessários caso você precise devolver o produto para a Creative. Para retornar o produto para conserto na fábrica:</p> <ul style="list-style-type: none"> • Você deverá arcar com os custos de transporte para a Creative e assumir todos os riscos. Envie o pacote através de uma transportadora que forneça um comprovante de entrega e faça um seguro que cubra o valor total do produto. • Coloque o número da RMA do lado de fora do pacote. • Utilize material adequado para embalar o produto para transporte. • Para solicitar conserto ou substituição gratuitos, você deverá incluir uma cópia de um comprovante de compra datado (recibo da loja), confirmando que o produto ainda está na garantia. <p>A Creative pode substituir ou consertar o produto com peças novas ou recondicionadas, e as peças ou produtos com defeitos passarão a ser propriedade da Creative.</p>
<p>Outside the United States To avoid tariffs when shipping a product to Creative Labs from outside the U.S., you must complete an official customs form before shipping the product. <i>To ensure delivery, Creative may include charges for return shipment.</i></p>	<p>Fuera de los Estados Unidos Con el fin de evitar el pago de tarifas al enviar un producto a Creative Labs desde fuera de los EE.UU., se debe llenar un formulario de aduana oficial antes de enviar el paquete. <i>Para garantizar la entrega, Creative Labs puede incluir cargos de embarque con la devolución.</i></p>	<p>En dehors des États-Unis Pour éviter de payer des taxes quand vous envoyez un produit à Creative Labs depuis l'étranger, vous devez remplir un formulaire de douane officiel avant d'envoyer le produit. <i>Pour en assurer la livraison, Creative peut ajouter des frais de retour à l'envoyeur.</i></p>	<p>Fora dos Estados Unidos Para evitar o pagamento de impostos quando estiver enviando um produto para Creative Labs de outro país que não os EUA, você deverá completar o formulário oficial da alfândega antes de enviar o produto. <i>Para garantir a entrega do produto, a Creative pode incluir taxas para transporte de volta.</i></p>